

# County of Los Angeles Department of Animal Care and Control



Dear Volunteer Candidate:

Thank you for your interest in our volunteer program. We currently have just over 400 volunteers throughout our six Los Angeles County Animal Care Centers. We receive over 90,000 animals per year at our shelters, so you can see that we need many more volunteers to help us care for the animals while they are waiting for their new homes.

To get you started **as a volunteer**, **you must be** <u>at least 16 years of age (no exceptions)</u> and be able to commit at least 3 hours per week for a minimum of 9 months. We do not have a program for short term volunteering. If you wish to volunteer for community service hours for school or another organization, due to the amount of training involved, unfortunately we will not be able to accommodate this. If you are able to meet this commitment, please complete the attached documents and mail or fax them back to the Volunteer Office at the addresses listed below. Please read the instructions on the Employment Eligibility Verification Form, then fill out only Section 1, copies of your photo ID and of the acceptable documents will be collected at the orientation. We require a signed and completed application. If you are applying as a youth volunteer (ages 16 and 17), you must have your parent or guardian sign your application form.

#### **Orientation & Training:**

Invited volunteer candidates will be asked to attend an orientation. Orientations take place approximately every 8 weeks on a Saturday for your requested shelter area. Orientation is a 3hr. presentation on shelter policy and safety procedures, you will then have to complete several hours of on-site training and shadowing with a fully trained volunteer or staff person. You will be notified of the next orientation scheduled in your area via email within 2 weeks prior to the scheduled orientation date. We will call those individuals that do not have email as well. During the three-hour orientation/training class you will be provided with a Volunteer Policies Manual that we will review. You will also learn about safety around animals. Please bring an original copy of the completed attached documents with you to the orientation class along with a photocopy of your ID.

#### **Background Checks:**

Those who are successful with the onsite training will then be asked to undergo *Live Scan* fingerprinting through the Department of Animal Care & Control (DACC). Fingerprinting will be paid for by the department. You will receive additional information on the fingerprinting process at an orientation. Please note that you will not be able to begin volunteering for the department until we have received clearance on the live scan.

## **Expense:**

You will also be required to purchase a volunteer t-shirt upon the first day of volunteering at the shelter for \$10 (sizes S – XXL). Optional sweatshirts are available for \$13. We have provided you with some of the more commonly asked questions that may help you decide if you want to become a shelter volunteer. Please read them carefully and if you still have questions, please don't hesitate to call or email our volunteer office at 562.256.1367, volunteer@animalcare.lacounty.gov.

Thank you and we look forward to meeting you at one of our orientation classes!

Volunteer Office County of Los Angeles Department of Animal Care & Control 5898 Cherry Avenue Long Beach, CA. 90805 562.256.1367 (Office) \* 562-422-3187 (Fax) http://animalcare.lacounty.gov

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## COMMONLY ASKED QUESTIONS

Q: How old do I have to be to volunteer at one of your six shelters?

A: Volunteers must be at least 16 years old prior to attending the volunteer orientation.



# Q: I am or my son or daughter is under 16 is there anything I/he/she can do to help the animals?

A: Yes! Please check with the shelter staff or contact the Volunteer Office for more information on our Youth Community Service Projects.

## Q: How many hours am I required to volunteer per day, week, month, or year?

A: We request (and the animals need you) for two to three hours per week (8-12 hours per month) for a minimum initial commitment of 9 months.

## Q: I have recently submitted my application, but I have not been contacted yet.

A: Unfortunately we do not currently have a system to contact you to let you know we have received your application. Only on rare occasion will an application be misplaced. You will be notified of the next orientation scheduled in your area via email within 2 weeks prior to the scheduled orientation date. We will call those individuals that do not have email. Please allow 6-8 weeks for an orientation in your shelter area.

## Q: How can I know the date of the next orientation for the shelter I want to volunteer at?

A: Each shelter has an orientation approximately every 8 weeks on a Saturday. We do not yet have set Calendar dates, but you will be notified at least 2 weeks in advance.

# Q: Can I attend an orientation for a shelter different than the one I will volunteer at?

A: Because each orientation speaks to very specific issues for each shelter and other current volunteers & staff will present, we ask that you only attend an orientation for the shelter you will work at.

## Q: Do I have to have my own medical insurance to volunteer?

A: Volunteers are strongly encouraged to have their own insurance coverage; however the County of Los Angeles does provide some insurance benefits.

# Q: I have been fingerprinted in the past for another agency, do I still have to be finger printed again and will I have to pay for this?

A: We cannot accept live scans done through another department or agency. You will have to complete the live scan finger print process again through our department. Fingerprinting is paid for by the Department of Animal Care & Control (DACC).

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## Q: How long does it take to get the results back from the Live Scans?

A: <u>Live Scan results can take anywhere from 3-30 days.</u> We will notify you immediately once they have cleared. If for whatever reason(s) your Live Scan does not clear or there is information obtained that would exclude you from being a volunteer for the department, we will let you know. You <u>Will Not</u> be an official volunteer and will not be able to volunteer for the department until the live scan has been cleared.

Q: If I can't go into the shelter because it's too sad for me, what can I do to help?

A: Some people find it difficult to visit our shelters, so we have other opportunities, such as fostering animals that need extra TLC, orphaned animals, etc. Volunteers can also help out at off-site adoption events. Please call us for more information about the programs that we can offer.

## Q: Do all of the animals find new homes that come into your shelters?

A: Unfortunately no, not all animals that come into our six Animal Care Centers are adoptable. Some are aggressive and would be a risk to public safety or other animals, some are so sick that they cannot be treated and some have extensive injuries that we are not able to remedy. The adoption rates vary from shelter to shelter.

## Q: Do I need to purchase special equipment to volunteer?

A: Our volunteers are required to purchase a \$10.00 volunteer shirt that must be worn at all times when you are volunteering at one of our shelters or at one of our many off-site adoption events. Shirt sizes come in small to double extra large. We also offer sweatshirts for \$13.00 that come in the same size options (optional).

## Q: Who will train me on how to work with the dogs or the cats?

A: As part of orientation your first training session will take place at the volunteer orientation where you will learn about dog and cat behavior and signs to look out for while you are working with the animals. More extensive training will take place at the shelter that you select to work with. Each shelter has a Shelter Volunteer Liaison that will provide the additional training or arrange for it with other employees or sometimes experienced seasoned volunteers.

# Q: I am interested in fostering animals, but not working at the shelter, do I still have to go through the Volunteer Orientation?

A: Yes, in order to foster animals with DACC you must first be an official volunteer and complete the volunteer application, orientation, training and background check. You will then receive information on the next foster class that you must attend.

## -PLEASE RETAIN FOR YOUR REFERENCE-Submit Volunteer Application and I-9 portion only

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# COUNTY OF LOS ANGELES DEPARTMENT OF ANIMAL CARE & CONTROL VOLUNTEER APPLICATION



required)

Check One: Adult (18 years or older) \*Youth (Ages 16-17) SECTION 1: PERSONAL INFORMATION LAST NAME DATE OF BIRTH AGE **ADDRESS** STATE E-MAIL ADDRESS EMPLOYER HOME PHONE CELL PHONE WORK PHONE ( ) ( Signature required of legal parent/guardian or sponsored agency, if applicant is under 18 years of age: SIGNATURE of LEGAL PARENT/GUARDIAN RELATIONSHIP PHONF # Have you, as a juvenile or adult, ever been convicted, fined, imprisoned, or placed on probation or suspended, or have you forfeited bail in connection with any offence (except for traffic tickets which involved faulty equipment, parking, hand signals or speeding) in any civil or military court of law? Include convictions dismissed under Penal Code 1203.4 and any major traffic offenses resulting in a warrant. It yes, please explain: Yes Nο SECTION 2: EMERGENCY CONTACT LAST NAME FIRST NAME RÉLATIONSHIP HOME PHONE CELL PHONE WORK PHONE SECTION 3: \*MEDICAL INSURANCE COVERAGE INSURANCE COMPANY POLICY# \* Volunteers are strongly encouraged to have their own medical insurance coverage. If you do not have Medical Insurance coverage, you may still become a member of our volunteer team. SECTION 4: LICENSES/CREDENTIALS Do you have any special licenses or credentials that would be beneficial to the Department? yes If yes, please list: SECTION 5: VOLUNTEER INTEREST Indicate the shelter location, days, and times where you will primarily volunteer: THU MON TUE WED FRI SAT SUN **DOWNEY** CARSON **BALDWIN PARK** AM AM AM AM AMAMAM LANCASTER CASTAIC **AGOURA** PM PLEASE SELECT THE DUTIES YOU ARE INTERESTED IN DOING DURING YOU VOLUNTEER SERVICE \_\_Dog Companion \_\_Grooming Community Adoptions Administrative Services Cat Companion \_\_Foster Care Animal Photographer Owner Surrender Counselor Disaster Services (extensive training Adoption Counselor Shelter Host Animal Health Liaison

SECTION 6: EXPERIE	NCE & SKILLS			
Why did you decide to				
become a volunteer with				
this Department?				
List any other animal				
welfare agencies you have				
volunteers for.				
List any organizations or				
animal rescue groups that				
you are involved with.				
List your experience in				
owning or caring for				
animals.	<u>l</u> nce or skills you have that w	vill be beneficial in vo	ur volunteer s	
l —	· —	· ·		<del></del>
Exercising/Handlir			d RVT/DVM	Medical Support
Fundraising/Event	· · · —	f Cats Kennel	Care/Cleaning	Wild/Exotic Animals
Public Relations/M	larketing Website D	esign LPet Ass	sisted Therapy	Foster Care
Professional Dog T	Trainer Photograph	ny 🔲 Other:		
Customer Service	/Clerical Administra	ative		
SECTION 7: UNIFOR	M STANDARDS			
	D PHOTO BADGES MUST BE	MODNIAT ALL TIMES	NUDTNG VOLID	VOLUNTEED SEDVICE
T-Shirt Sizes	S UM UL UXL	. <u> </u>	Quantity	*Please do not send any
Sweatshirt Sizes	Js ∟m ∟l ∟xl	. 🔲 XXL *\$13 each	Quantity	money now. Your shirts wil
Signature:		Today's Date:		be available for purchase at your orientation.
Signature.		roddy 3 Date.		your orientation.
	FOR O	FFICE USE ONLY		
SECTION A: INTAKE		TICE USE UNLY		
DATE RECEIVED	INFORMATION	INC	OTES	
DATE REGELVES	US Mail Fax E-m		7123	
CECTION D. ODIENT	ATTONI & ACCTONIMENTS			
SECTION B: ORIENTA	ATION & ASSIGNMENTS			Orientation date & location
$\square$ C-1 $\square$ C-3 $\square$ C-	.4	Shirt ID	Manual	
SECTION C: TRAININ	JG PLAN		SECTION D	
Maria			VOLUNTEER	LIAISON Today's Date
Orientation	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		<u></u>	— <u> </u>
	<del></del>	essment	Form I-	<b>=</b> ' ' ' ' '
Chameleon		graphy	Shelter	= "
Pet Grooming	Rescue Netwo	orking	Shelter	Host Kennel Cards
Foster care	Off-Site Ado	ptions	Microch	ipsShelter Safety
Neonatal care _	Adoption Cou	nseling	Authori	ty ( <i>CC</i> ) 🗌
SEMS Intro _	Kennel Mainte	enance	☐ Clerical	duties $\square$
□I <i>C</i> S-100	Animal Handli			
☐ICS-200	<del></del>	Therapy		that this volunteer has successfully uired initial training requirements and
☐ICS-700		ssistant		unteer services with LACDACC.
☐ICS-800		<u></u>		
	— H		<b>C</b> :	nature ID#
Vet Assistant			Sign	nature ID#

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# COUNTY OF LOS ANGELES Department of Animal Care and Control VOLUNTEER SERVICE AGREEMENT

Name of Volunteer:	
	(Please print your full name)

By signing below, I acknowledge receipt of this agreement. I furthermore agree to comply with all of the following policies and procedures:

- · Adhere and abide by all department policies and procedures as outlined in the volunteer manual.
- · Participate in all mandatory volunteer training and/or required volunteer meetings.
- Understand the function of shelter employees and the role of the volunteer within the department and to follow the proper chain-of-command as outlined in the volunteer manual.
- Fulfill my listed volunteer duties as written in the job description in a proficient, professional and timely manner, including maintaining an accurate record of hours worked in the volunteer log, and to maintain confidentiality of shelter business.
- Arrive promptly for scheduled assignments and provide ample advance notice to the shelter staff if I'm unable to report for duty or if I'm going to be late in arriving.
- Adhere to the volunteer dress code and wear my county-issued ID at all times while in the performance of my volunteer duties, and to use assigned equipment in an appropriate and safe manner at all times.
- Provide in writing concerns, issues or complaints to the shelter volunteer liaison and/or shelter manager and to accept their guidance, evaluation and decision.
- Report to the Shelter Volunteer Liaison (SVL) or the OIC any conditions at the shelter which you feel are unsafe: frayed electric cords, slippery surfaces, tripping hazards, poor lighting, etc.
- Before contacting print, audio, or visual media regarding activities at the shelter, I must obtain approval from the shelter manager to determine if the matter relates to a public concern or is a matter protected by privacy laws, and if the shelter's mission would be compromised by the communication.
- Provide advance notice to the SVL with any change of personal information (i.e. name, address, phone, e-mail, medical insurance, driver license) and to maintain personal medical insurance coverage as described in the volunteer manual and to report any changes to the SVL.
- Immediately report any injury that occurs during my volunteer service to the officer-in-charge (OIC) and to complete any injury associated forms that are required to be completed.
- · Obtain written permission from a parent/guardian, if volunteer is under the age of 18 years of age.
- Provide advance notice to the SVL for any anticipated long absences or resignation. In the case of resigning, complete the volunteer resignation form and surrender volunteer ID.
- Defend and hold the County of Los Angeles, Department of Animal Care and Control harmless for any injuries, loss or damages which may occur during my volunteer service career.

I understand that I can be discharged from my volunteer duties for violation of any of the above rules, policies or procedures. As a volunteer, I understand that I may discontinue my services with or without reason, and that the County of Los Angeles Department of Animal Care and Control reserves the right to release any volunteer without reason.

Volunteer Signature	Date
Signature of Parent/Guardian (ages 16-17)	. Date

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### **VOLUNTEER PHOTO RELEASE**

I hereby agree that the photographs and/or video images taken of me during my volunteer services may be used in perpetuity by the County of Los Angeles, Department of Animal Care and Control (DACC), for the purposes of publicity, education, fundraising, recruitment, or otherwise promoting the mission of and activities of the department. I understand that I will receive no name recognition or monetary compensation for the use of said photograph and/or video footage and that this agreement will remain binding and have legal effect regardless of whether my association with the DACC continues.

Volunteer Signature	Date		
Signature of Parent/Guardian (ages 16-17)	Date		

## VOLUNTEER RELEASE OF LIABILITY and AGREEMENT to INDEMNIFY

In consideration of being permitted to perform volunteer services with the County of Los Angeles, Department of Animal Care and Control, herein after referred to as the DACC, the UNDERSIGNED for himself/herself and his/her heirs and representatives voluntarily and knowingly execute this document and expressly waives any and all rights, claims and causes of actions including, without limitation, those involving bodily injury or property to the Undersigned or the Undersigned's family while the Undersigned is engaged, directly or indirectly in performing volunteer services for the DACC.

The Undersigned hereby agrees to indemnify, defend and hold the DACC, its employees, volunteers and directors harmless from any and all liability, damage, loss, cost and expense incurred as a result of any claim, demand, or cause of action brought against the DACC, jointly or individually, for bodily injury or property damaged suffered as a result of the Undersigned's negligent, reckless or willful act, omission in the performance or failure to perform his/her volunteer services.

This liability release form is executed without any reliance upon any representation by any person and the Undersigned has carefully read and understands the contents of this release form and executes the same as his or her own free act. The Undersigned acknowledges and understands that as a volunteer he/she is NOT covered by the Workers Compensation, (Labor Code 3352 (I), Workers Compensation Benefits) or any other insurance policy for any damages or injuries sustain during my volunteer services.

In the event that any of the terms, conditions, and/or covenants in this release form is held to be invalid, such invalidity shall not affect any terms, conditions and/or covenants contained herein which shall remain in full force and effect.

Volunteer Signature	Date
Signature of Parent/Guardian (ages 16-17)	Date

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## COUNTY OF LOS ANGELES DEPARTMENT OF ANIMAL CARE AND CONTROL

## **FORM I-9 INFORMATION**

## Prospective Volunteer:

Effective, November 1, 2003, the U.S. Department of Justice requires that all prospective volunteers must complete **Form I-9** before they can join our volunteer team (see attached Form I-9).

The purpose of Form I-9 is to establish that you are legally eligible to work in the U.S. This also covers volunteers who may receive training, skills learned or education.

Please complete Section 1 only of Form I-9 and provide the document(s) required (see backside of Form I-9), which requires you to present evidence of **Employment Eligibility Verification**. This completed document must be reviewed and accepted as valid before you can begin your volunteer career with our department. Produce one document from List A. If you can't produce a document from List A, then you must produce one document from List B and one from List C.

Thank you for your understanding and cooperation.

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Immigration and Naturalization Service

Please read instructions carefully before completing this form. The instructions must be available during completion of this form. ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work eligible individuals.

Employers CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because of a future expiration date may also constitute illegal discrimination.

mulvidual because of a future expiration date may also constitute megal discrimination.						
Section 1. Employee Information and Verification.	To be completed and sign	ed by employee at the	e time employment begins.			
Print Name: Last First	Middle	Initial Maiden Na	ame			
Address (Street Name and Number)	Apt. #		irth (month/day/year <i>)</i>			
City State	Zip Cod					
I am aware that federal law provides for	I attest, under penalty of					
imprisonment and/or fines for false statements or	national of the United S	States				
use of false documents in connection with the	use of false documents in connection with the  A Lawful Permanent Resident (Alien # A					
completion of this form.	(Alien # or A	Admission #)	nth/dow/woorl			
Employee's Signature		Date (mo	nth/day/year)			
Preparer and/or Translator Certification. (7 other than the employee.) I attest, under penalty perjury best of my knowledge the information is true and correct.	, that I have assisted in the cor					
Preparer's/Translator's Signature	Print Name					
Address (Street Name and Number, City, State, Zip C	Code)	Date (month	Date (month/day/year)			
Section 2. Employer Review and Verification. To be co	ompleted and signed by employ	ver. Examine one docu	ment from List A OR			
examine one document from List B and one from List C, as listed or document(s).						
List A OR	List B	AND	List C			
Document title:						
Issuing authority:						
Document #:						
Expiration Date (if any)://	//	//				
Document #: Expiration Date (if any)://						
CERTIFICATION – I attest, under penalty of perjury, that I employee, that the above-listed document(s) appear to be gemployee began employment on (month/day/year)/ is eligible to work in the United States. (State employment employment.)	genuine and to relate to the _/ and that to the b	employee named, the	nat the e the employee			
Signature of Employer or Authorized Representative Print Name		Title	Title			
Business or Organization Name Address (Street Name and Number, City, State, Zip Code) Date (month/day/year)						
Section 3. Updating and Revivification. To be con	mpleted and signed by employ	yer.				
A. New Name (if applicable)  B. Da			onth/day/year) (if applicable)			
C. If employee's previous grant of work authorization has expired, p eligibility.	provide the information below fo	r the document that est	ablishes current employment			
Document Title: Document #:		n Date (if any):/_	_/			
I attest, under penalty of perjury, that to the best of my knowledge, to document(s), the document(s) I have examined appear to be genuin		l.				
Signature of Employer or Authorized Representative		Date (month)	Date (month/day/year)			

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Form I-9 (Rev. 11-21-91)N Page 2

## LISTS OF ACCEPTABLE DOCUMENTS

List A List B List C

### Documents that Establish Both Identity and Employment Eligibility

# U.S. Passport (unexpired or expired)

- 2. Certificate of U.S. Citizenship (INS Form N-560 or N-561)
- Certificate of Naturalization (INS Form N-550 or N-570)
- Unexpired foreign passport, with *I-551 stamp or* attached *INS Form I-94* indicating unexpired employment authorization
- Permanent Resident Card or Alien Registration Receipt Card with photograph (INS Form I-151 or I-551)
- 6. Unexpired Temporary Resident Card (INS Form I-688)
- Unexpired Employment Authorization Card (INS Form I-688A)
- 8. Unexpired Reentry Permit (INS Form I-327)
- 9. Unexpired Refugee Travel Document (INS Form I-571)
- Unexpired Employment
   Authorization Document issued by the INS which contains a photograph (INS Form I-6888)

## Documents that Establish Identity

OR

## AND

- Driver's license or ID card Issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address.
- ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address.
- 3. School ID card with a photograph
- 4. Voter's registration card
- 5. U.S. Military card or draft record
- 6. Military dependent's ID card
- 7. U.S. Coast Guard Merchant Mariner Card
- 8. Native American tribal document
- 9. Driver's license issued by a Canadian government authority

# For persons under age 18 who are unable to present a document listed above:

- 10. School record or report card
- 11. Clinic, doctor or hospital record
- 12. Day-care or nursery school record

#### Documents that Establish Employment Eligibility

- U.S. social security card issued by the Social Security Administration (other than a card stating it is not valid for employment)
- 2. Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
- Original or certified copy of a birth certificate issued by a state, country, municipal authority or outlying possession of the United States bearing an official seal
- 4. Native American tribal document
- 5. U.S. Citizen ID Card (INS Form I-197)
- 6. ID Card for use of Resident Citizen in the United States (INS From I-179)
- Unexpired employment authorization document issued by the INS (other than those listed under List A)

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274)

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